


LIMITED PRODUCT WARRANTY STATEMENT

THIS WARRANTY STATEMENT IS ONLY APPLICABLE TO ACER SERVER PRODUCTS SOLD IN AUSTRALIA AND NEW ZEALAND

This limited hardware warranty is in addition to any rights that you may have under the Australian Consumer Law (the ACL) or the New Zealand Consumer Guarantees Act (the CGA).

Type of Product	Standard Warranty Term	Typical Onsite Response Times
All Acer Altos Branded Server Products 	3 Year Onsite Service Response (standard warranty) 4 Year Onsite Service Response (available as optional uplift for select models, at time of server purchase) 5 Year Onsite Service Response (available as optional uplift for select models, at time of server purchase)	Next Business Day Response if within 50km of Capital City or 1-2 Business Day Response if within 100km of Acer service agent or 1-5 Business Day Response if greater than 100km of Acer service agent.

General Provisions and Exclusions

Acer warrants that the server you have purchased is free from manufacturing defects in materials and workmanship when dispatched from our warehouse. During the warranty period as indicated above, the Acer Authorised Repair Centre will, at no additional charge, replace defective parts with new parts or serviceable parts that are equivalent to new parts in performance. All replaced or exchanged parts, which are taken out under this warranty, become the sole property of Acer. All onsite servicing and repairs will be carried out within standard business hours of between 09:00-17:00 Monday to Friday, excluding public holidays. It remains the users responsibility to ensure they make their server ready and available at the time of the scheduled onsite service, and to provide a clear working area for the onsite service provider to complete their repairs. All requests for after-hours or weekend onsite service will be quoted at current applicable hourly rates to you, and strictly dependant on after-hours or weekend service availability. In the event where an onsite service provider is not available, Acer will make arrangements to have your device repaired at our service centres, using one of our nominated logistics partners. In the event of a return to base warranty repair, it remains the users responsibility to ensure they suitably pack their device to ensure safe transit to our service centre. Any damages resulting from improper and/or inadequate packing shall not be considered as product faults and may incur a charge for rectification, if repairable.

During the process of repair, some or all of your stored data may be lost. Please ensure that you have a saved copy this data elsewhere prior to repair. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods. All replaced or exchanged parts, which are taken out under this warranty, become the sole property of Acer Computer. Acer reserves the right to undertake its own inspection/assessment of any Acer or Altos branded server and further reserves the right to complete its inspection or assessment at our nominated service centres as deemed appropriate. Acer reserves the right to deem any device as Beyond Economical Repair (BER) should we determine the extent of damage exceed the total cost of repair. This warranty does not apply and, at Acer's discretion, becomes void if the product has been physically damaged or rendered defective: (a) as a result of accident, misuse, or abuse, or other circumstances beyond Acer's control; (b) by the use of parts or peripherals not manufactured or supplied by Acer; (c) as a result of normal wear and tear; (d) by use within an improper operating environment; (e) by modification of the product; (f) by the serial number being removed or defaced; (g) as a result of services rendered by anybody other than an Acer authorised repairer; (h) as a result of the product being operated otherwise than in accordance with Acer's instructions or; (i) as a result of liquid/chemical damage, exposure to bodily fluids and/or solids, or damage resulting from vermin, insect or other pest infestation. Software-related faults resulting from incorrect software installation or usage, viruses or computer program errors shall not be considered as product faults and may incur a charge for rectification, if requested. In the event of liquid damage Acer reserves the right to undertake further inspection of the product at our nominated service centre.

It remains the users responsibility to keep useable archive backups of all data and to reload all software following any maintenance or repair work (except the operating system). Acer is not responsible for damage to, or loss of, any programs, data, or removable storage media, including any consequential loss or damage. Acer is also not responsible for future upgrades of software products bundled with Acer products and make no assurances or guarantees that devices will support or be compatible with any software releases or updates, or hardware not configured and provided by Acer Computer. All devices repaired by Acer's service centre will be restored to their original factory configurations. Repairs made by Acer Authorised Personnel will be chargeable at current applicable hourly rates to you if: (a) the technician finds the problem is user related; (b) caused by change in normal settings of the computer, or (c) software issue not covered under our standard warranty. This warranty is given in addition to the other remedies that are conferred to you by the law. As part of Acer's validation and/or verification process, we reserve the right to undertake further assessment of the device, or ask the user to undertake simple and reasonable troubleshooting measures to test their device. We appreciate your cooperation in this matter.

Making Warranty Claims for your Acer Server Product

To ensure your warranty claim is processed in the most efficient manner, please be sure to clearly outline the following details when calling:

- A very clear and detailed description outlining the problem and/or concern with the server (including any error messages, logs and/or codes)
- The SNID number and serial number of the Acer server product
- You may also be requested to provide a copy of the Proof of Purchase.

Acer Server Customers in Australia

1300 659 900

Available 24 hours, 7 days a week*.

*Please note this line is dedicated to server related support only. Applicable local call and mobile charges apply.

Acer Server Customers in New Zealand

09 526 5496

Available 24 hours, 7 days a week*.

*Please note this line is dedicated to server related support only. Applicable local call and mobile charges apply.